Telephone Service Center Telenews

Coming December 1, 2005

E911 (Enhanced 9-1-1 Service)
To provide better emergency response, the Information Technology Division (IT) in collaboration with Environment, Health and Safety (EH&S) and Facilities is implementing Enhanced 911 service (E911). The E911 system identifies the caller's building and room number, and telephone extension, allowing emergency responders to pinpoint the caller's exact location. When a call is placed to 7911 (from the main Lab site) or 9911 (from offsite facilities) from a Lab extension, the caller's E911 information will be automatically transmitted to the emergency service dispatcher.

How E911 works:
Before E911, when an emergency call was placed from a Lab extension, the dispatcher would only see the Lab's institutional street address, "One Cyclotron Road," and main telephone number 510-486-4000. With E911, the dispatcher will instantly be able to locate the caller by his/her actual building and office number, saving precious time. In addition, that same call will flash on four separate computer screens onsite -- at Blackberry gate, Building 48 (firehouse), Building 90 (parking and security manager Breckinridge) and Building 26 (the medical facility). Main gate security will then direct emergency personnel to the caller's location.

What can you do to help?
For your safety, keep your room location information up-to-date by notifying
 Facilities and/or **Telephone Services** of any telephone moves or office remodels.

Special Interest:

- **911**
- **SAM**
- **TDMA Transition to GSM**
- **Webbill**

Next Edition:

- **Telephone Conference Changes**

TSC

- **General Questions-**
  Telephone Service Center -7997
- **Acct. No. Changes -**
  Terry Munoz   -6434
- **Calling Cards-**
  Terry Munoz   -6434
- **Cellular Service/Equipment-**
  Adams Lee   -4966
- **Customer Billing-**
  Rachel Norton -5674
- **Pagers-**
  Rachel Norton -5674 or 7997
- **-Repair-**
  Telephone Service Center -7997
- **Telenews Comments or Suggestions-**
  Janice Smith   -5778
- **Telephone Adds/Moves/Changes-**
  Linda Tripp-Sopher -6442
- **Voice Mail-**
  Charlene Stovall -6170

Do You Know About SAM?
SAM stands for Service Account Manager. SAM allows the financial person or business manager to change project IDs for IT charges. If you need to be added to the list of people allowed to change accounts please contact Mary Clary x4940 or Lesta Nadel x4670.

Update on TDMA Transition to GSM Cellular Service
Our cellular service providers have recently developed new calling plans and network changes. In order to determine what service provider and calling plans that best meet the user's needs, we are putting the transition from TDMA to GSM on-hold. The service providers expect to have their calling plans and network changes firmed up by mid-December. If you have any questions, please contact Adams Lee @ 4966 or Janice Smith @ 5778.

Webbill Has Arrived

 In our ongoing mission to provide our clients with excellent service, the Telephone Service Center and the IT Division have developed an upgraded Web-based bill viewing application called Webbill. Webbill replaced Telebill and went live on Tuesday, November 15. There will be a transition period of approximately one month, during which Telebill will continue to remain available. With Webbill, users will now be able to view all Information Technology Division (IT) monthly charges, not just TSC charges. To accommodate the increased scope of viewable charges, application functionality has been upgraded as well.

Upgrade highlights are:
  * Login and authentication is now via the user's LDAP username and password
  * Webbill will be accessible to all LBL staff with a valid LDAP login: any LBL staff member can view any project's charges
  * Telephone Call Detail will be accessible only to authorized users who have a Webbill username and individual project authorization
  * Project ID authorization continuity - a Telebill user's Project ID access will carry over from Telebill to become Telephone Call Detail authorization for their authorized Telebill projects
  * Webbill is accessible via Microsoft Internet Explorer, Mozilla, Netscape and Firefox browsers.
  * Access to all monthly IT charges starting with May 2005 charges.
  * Charges are grouped by IT Service Provider and Service Type
  * Continued access to the last 3 fiscal years of TSC charges
  * New display options for grouping and sorting charges
  * A new Help page dedicated to the expanded Webbill features

Other important information:
  * Access to Webbill, like Telebill, is restricted to Lab IP addresses only. Users needing to access Webbill from off-site should use VPN.
  * New billing period charges will now be available on or before the first of the month. While TSC's billing period usually runs from the 21st to the 20th, other service providers periods close nearer to the end of the month. New charges will be posted as a complete group, not on a rolling basis.
  *During the transition period, both Telebill and Webbill will be available. The URL for Webbill is https://webbill.lbl.gov or it can be accessed by typing webbill into your browser's address bar. Once the change-over has been completed, the Telebill web site will be retired.
   * Should you have problems accessing Webbill, please send email to tsc@lbl.gov or call x7997.
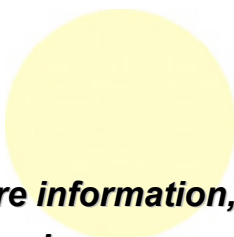
For more information, Visit TSC's
home page at
http://tscweb.lbl.gov/